

Standard Request for Qualifications

Program Management

for

Project No. LTAP-2008(005)
LTAP Technology Transfer Center

September 22, 2008

UTAH DEPARTMENT OF TRANSPORTATION
Standard Request for Qualifications
Project No. LTAP-2008(005); LTAP Technology Transfer Center

SUMMARY SHEET

1. Project Number: LTAP-2008(005)
2. Location: Statewide
3. ePM PIN No.: 7230
4. Requested Services: Program Management
5. Source(s) of Funding: State funds
6. UDOT Project Administrator:

Raeleen Sanchez
Contract Administrator
Utah Department of Transportation
Consultant Services
Box 148490
4501 South 2700 West
Salt Lake City, Utah 84119-5998
Telephone 801/965-4183
raeleen@utah.gov

7. UDOT Project Management

Abdul Wakil
Technology Transfer Engineer
Utah Department of Transportation
Project Development
4501 South 2700 West
Salt Lake City, Utah 84119-5998
Telephone 801/964-4455
awakil@utah.gov

8. Statement of Qualifications (SOQ) Due Date: **Tuesday, October 14, 2008 at 11:00 a.m.**

Deliver **eight** hard-copies and an electronic PDF file on a CD of the SOQ to the Utah Department of Transportation, Office of Consultant Services, 4th Floor NE Corner, 4501 South 2700 West, Salt Lake City, Utah 84119-5998 no later than 11:00 a.m. on **Tuesday, October 14, 2008**.

SOQ's will not be accepted after the 11:00 a.m. deadline.

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9. Type of Statement Required: In accordance with *Utah Department of Transportation Guidelines for Preparing Standard Statement of Qualifications*.

The SOQ has a maximum page-limit of **ten** pages.

10. UDOT Selection Team Meeting: Tuesday, October 21, 2008

11. Oral Interviews Date: Selection may be from SOQ scores; however, should the Selection Team determine it is necessary, the interviews will be held on Tuesday, October 28, 2008.

12. Pre-negotiation Meeting Date: TBD

13. Negotiation Meeting Date: TBD

14. Notice to Proceed Date: TBD

15. Project Completion Date: June 30, 2009

The contract resulting from this selection may be renewed for two one-year periods on the conditions of funding availability and performance of the selected provider.

Consultant Selection Schedule

Date	Day	Action
9/23/08	Tuesday	Posting of RFQ on UDOT Consultant Services Project Advertisement website
10/14/08	Tuesday	Statements of Qualifications are due at 11:00 a.m.
10/21/08	Tuesday	UDOT Selection Team Meeting
10/28/08	Tuesday	UDOT Consultant Selection Interviews
10/28/08	Tuesday	Consultant Selection

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Appendix B: *Proposed Key Personnel to Be Used on UDOT Project Form*

The Form and an example of the completed form along with further descriptions of the column headings are available on the UDOT Website udot.utah.gov/go/csforms. 16

Appendix C: *Scope of Work*

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Introduction - See **Appendix C** which includes:

- Scope of Work (Objectives and Tasks)
- QC/QA Plan Requirements
- Department Furnished Items

Project Dates:

Consultants are required to meet the dates set for the oral interviews and negotiation meeting. Consultants are also advised to meet the information submittal dates outlined in the summary sheet. Failure to meet these dates will be considered non-responsive.

Required Key Personnel Qualifications:

The Consultant shall be responsible to ensure that all personnel proposed under this Request for Qualifications (RFQ) be qualified through training, experience, and appropriate certification for the tasks assigned and shall have a working knowledge of Department standard practices.

The Consultant is expected to complete the form, *Proposed Key Personnel to Be Used on UDOT Project* (attached as **Appendix B** to this RFQ). The Appendix B should state the certification and education levels of the individuals proposed for use on this contract including sub-consultants' personnel. **The completed form must be included in statements but will not count as one of the allowed pages.**

UDOT's requirement for listing current or former UDOT employees as key personnel in Statements of Qualifications (SOQ's) is as follows:

- If a firm lists a former UDOT employee on the SOQ who officially left UDOT employment prior to the date of submittal of the SOQ, the firm will not be disqualified. If the firm lists someone who has not yet left UDOT employment, even if the employee plans to retire or quit soon, the firm will be disqualified.
- In addition, if a firm lists a UDOT employee who was involved in the development of the Request for Qualifications for this project, whether they are a current employee of UDOT or not, the firm will be disqualified.
- These requirements apply to prime and subconsultants.

Required Availability of Key Personnel:

When Consultants list personnel on Appendix B *Proposed Key Personnel to Be Used on UDOT Project* Form, the Consultant is agreeing to make the personnel available to complete work on the contract at whatever level the project requires.

Required Percentage of Work for Prime Consultant:

The Consultant must perform work valued at not less than **50%** of the total work, excluding specialized services, with its own staff. Specialized services are those services or items that are not usually furnished by a consultant performing the particular type of service contained in this RFQ.

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Required Completion and Acceptance Criteria:

Progress payments will be made with a five-percent retainage of the invoiced amount for work in progress. Final payment, including any retainage, shall be made after all of the work has been completed and the final estimate, project records, and documentation have been received and accepted by the Utah Department of Transportation as accurate and complete. Penalties may be assessed for failure to perform in a satisfactory manner.

Applicable Federal and State Regulations:

The Consultant shall conform to all applicable state and federal regulations.

Debarment Certification:

Federal regulations require certification by prospective participants (including contractors, subcontractors, and principals) as to current history regarding debarment, eligibility, indictments, convictions, or civil judgments. The selected Consultant will be required to certify in accordance with contract Standard Terms and Conditions.

Authorization to Begin Work:

Notice to proceed will be given by Consultant Services as soon as the contract is approved and signed by all parties and returned to Consultant Services.

Required Statement Contents:

The Statement from the Consultant should contain the information identified in the attached *Utah Department of Transportation Guidelines for Preparing Standard Statement of Qualifications*.

Statement Evaluation Procedures:

The Statement shall be evaluated by a Department Selection Team in accordance with the criteria described in the *Utah Department of Transportation Guidelines for Preparing Standard Statement of Qualifications*.

Conditions of Proposal:

All costs related to the preparation of the Statement and any related activities such as interviews are the sole responsibility of the Consultant. The Department assumes no liability for any costs incurred by Consultants throughout the entire selection process.

Disposition of Statements:

Statements become the property of the Utah Department of Transportation, are treated as privileged documents, and are disposed of according to Department policies, including the right to reject all statements. The statement of the successful Consultant shall be open to public inspection for a period of one year after award of the contract. Statements of Consultants who are not awarded contracts shall not be open to public inspection and will be destroyed once the contract is executed with another consultant.

If the Consultant selected for award has required in writing the nondisclosure of trade secrets and other proprietary data so identified, the Consultant Services Manager shall examine the request in the statement to determine its validity prior to award of the contract. If the parties do not agree as to the disclosure of data in the contract, the Consultant

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Services Manager shall inform the Consultant in writing what portion of the statement will be disclosed and that, unless the Consultant withdraws the statement, it will be disclosed. If the Consultant withdraws their Statement, the Consultant will not be awarded the contract.

Ownership of Documents: All tracings, plans, manuscripts, specifications, data, maps, etc. prepared or obtained by the Consultant as a result of working on this contract, shall be delivered to and become the property of the Department.

Financial Screening:

The Department requires Consultants be Financially Screened prior to performing work for UDOT. **If a Consultant is selected and has not been financially screened and approved within two weeks after selection, the Consultant will be disqualified unless the delay is due to problems or delays by UDOT.**

The time it takes a Consultant to complete the Financial Screening process varies and therefore the Department encourages Consultants to submit their *Financial Screening Application* at the same time as their Statement of Qualifications or before.

Consultants may obtain the *Financial Screening Application* from the UDOT Web site udot.utah.gov/go/csforms. For questions, contact the Consultant Services Accountant at 801-965-4138. A Consultant's Financial Screening status is effective for the period of one year from the time the Consultant is approved.

Preaward Audit:

In the event that a proposing consultant has failed to pay UDOT monies due to the Department for over payment on past projects, UDOT has the right to reject and/or disqualify the firm's statement of qualifications. Disqualification will be based on the audit findings, determinations, and recommendations made by the Department's authorized agent.

Insurance Certificates:

The Consultant is required to provide the Department with Certificates of Insurance referencing the project naming the Utah Department of Transportation and the State of Utah as additional insureds.

Subscription to the UDOT Consultant Services Update Service:

The Department recommends Consultants interested in proposing a Statement of Qualifications subscribe to the UDOT Consultant Services Update Service on the UDOT Web site udot.utah.gov/go/subscriptionlist.

If there are any changes affecting the Request for Qualifications, notice will be sent out via an email through the update service.

Consultant and/or Corporate Logos or Branding

Consultant and/or corporate logos or branding identification may no longer be displayed in **public** documents or products produced for UDOT beginning July 1, 2005. It is UDOT's intent that consultants should place identifying information, in text format, in appropriate

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places in documents. This requirement does not apply to Statements of Qualifications. For specific questions or further guidance, please contact Gaye Hettrick, Consultant Services Manager, 801-965-4639 or ghettrick@utah.gov.

Consultants and/or corporations are specifically restricted from placing logos or branding on the following items:

- Plan Sheets or Title Blocks;
- Environmental Documents;
- Standard UDOT Forms;
- Project Websites;
- Cover Pages;
- Headers/Footers; and,
- Information and Display Boards for Public Meetings.

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Appendix A

Guidelines for Preparing a Standard Statement of Qualifications

INTRODUCTION

These guidelines were developed to standardize the preparation of a Standard Statement of Qualifications (SOQ) by Consultants for engineering services on a project. Submitting an SOQ is the beginning of the selection process and is used as the basis for selecting or for short-listing Consultants. If the Department determines interviews are necessary prior to selection, a minimum of two and a maximum of five Consultants will be short-listed and invited to an interview by the Department.

The purpose for these guidelines is to assure consistency in format and content in the SOQ prepared by Consultants and submitted to the Department. Preparing an SOQ instead of a detailed proposal reduces the time requirements for the Consultants and simplifies the review process for Department personnel.

SOQ SECTIONS

The Statement of Qualifications should contain the following sections in the order listed.

1. Introductory Letter
2. Project Team
3. Capability of the Consultant
4. Approach to the Project (NOTE: See Program Tasks on pages 19-21)
5. Appendix B

SOQ EVALUATION CRITERIA

The SOQ evaluation criteria are listed below in red.

1. **Introductory Letter** - The Introductory Letter should be addressed to:

Raeleen Sanchez
Contract Administrator
UDOT Consultant Services
4501 South 2700 West
Salt Lake City, UT 84119-5998

In **one page**, express your interest in the project, state qualifications to do the work, and recount any summary information on the project team or yourself that may be useful or informative to the Department.

Include the mailing and e-mail addresses and phone number of the primary contact person for this consultant selection process in the Introductory Letter.

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No evaluation points are assigned to this section and the Introductory Letter will not count as one of the allowed pages.

2. **Project Team** - The Selection Team will consider how well the qualifications and experience of the members of the project team relate to the specific project. The following information should be provided.
- Project team flow charts including sub-consultants (see sample *Project Organization Chart* available on the UDOT Web site udot.utah.gov/go/csforms under *Project Organization Chart and Related Experience Charts*.)
 - Describe the qualifications, experience, and availability of key personnel on your proposed project team. (NOTE: Do not include percentages of availability as this may be misinterpreted.)

NOTE: The Utah LTAP Center shall provide qualified and adequate staff. The Utah LTAP staff shall be capable of executing assigned program tasks and fulfilling all the requirements of LTAP set by the Federal Highway Administration and UDOT.

The Utah LTAP Director shall be a licensed professional engineer and have at least 15-years of transportation experience. The Director's responsibilities include, but are not limited to:

- develop and administer the program activities of the Center throughout the year
- be capable of supervising the LTAP staff
- direct the activities and work operations of the Utah LTAP Center
- prepare the annual work plan and budget
- execute the work plan within budget constraints
- establish a liaison with local, state and federal agencies, as well as industry and academic institutions, to effectively coordinate the Center's services and activities
- maintain close contacts with local, state and federal officials and university personnel to meet special needs and resolve any problems that may develop
- survey and identify training needs throughout the state
- develop and administer appropriate programs to address these needs including technical problems
- report on the Center's operation, making sure the required written reports are prepared and distributed quarterly
- attend National LTAP meeting and conferences

LTAP Assistant Director shall be a licensed professional engineer with a minimum of 10 years of transportation experience. Alongside of other LTAP duties, Assistant Director is responsible for the management of the Center in the absence of the LTAP Director.

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- Provide a spreadsheet list of projects you have **completed** during the last five years. The heading of the spreadsheet should include the following (see sample *Related Experience* spreadsheet form available on the UDOT Web site udot.utah.gov/go/csforms under *Project Organization Chart and Related Experience Charts*. Note: Columns may be combined in order to meet the font size and margin requirements.)
 - Name of Project Manager
 - Year
 - Type of Project
 - Project Name
 - Project Location
 - Project Description
 - Construction Estimate Cost - \$Million
 - Services Performed
 - Client
 - Reference Contact and Telephone Number

A maximum of 40 points is available for this section.

3. **Capability of the Consultant** - The Selection Team will evaluate the Consultant's capability to perform the work.

- Describe your firm's capability to perform the work.
- Describe any unique qualifications your firm has to perform this type of work.
- Describe your firm's internal quality and cost control procedures.

A maximum of 25 points is available for this section.

4. **Approach to the Project** - The Selection Team will evaluate how well you have planned a basic course of action, what alternatives and/or preliminary approaches are proposed, and what provisions are identified for dealing with potential impacts, impediments, or conflicts. Explain the following:

- Describe the course of action proposed to meet the goals and objectives of the project. Be realistic, clear, and concise.
- Identify key project milestones.
- Identify potential impacts, impediments, conflicts, or potential mitigation.
- Address Tasks A - H in the scope of work by responding to the concern highlighted in blue on pages 19 to 21.

A maximum of 35 points is available for this section.

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5. **Appendix B** - The Consultant is expected to complete the form, *Proposed Key Personnel to Be Used on UDOT Project* (attached as **Appendix B** to this RFQ). The Appendix B should state the certification and education levels of the individuals proposed for use on this contract including sub-consultants' personnel. **The completed form must be included in SOQ but will not count as one of the allowed pages.**

When Consultants list personnel on Appendix B *Proposed Key Personnel to Be Used on UDOT Project* Form, the Consultant is agreeing to make the personnel available to complete work on the contract at whatever level the project requires.

SOQ FORMAT REQUIREMENTS

It is very important that submittals be clear, concise, and in the recommended format so they may be evaluated in an objective manner by the Department's Selection Team.

1. **Eight (8) SOQ Hard Copies** – (Number sequentially from one to eight on the upper right hand corner of the cover.)
2. **Electronic PDF File of SOQ on a CD** – (Labeled with the Consultant Name, Project Number, Project Location, PIN Number, and Submittal Due Date.)
3. **Color is allowed.**
4. **8½" x 11" or 11" x 17" Page Sizes** – (Refer to No. 12 of SOQ Format Requirements for further details.)
5. **One (1") Margins** – (Exceptions: Consultant Name/Logo and Page Headers/Footers may be within margin)
6. **10 Pt Font and 12 Pt Line Spacing, Minimums** – (The minimum font size is 10 point font or greater everywhere in SOQ including graphics, unless the graphics are a duplication from another source and the source is referenced. The minimum line spacing is 12 point.)
7. **Related Experience Chart and Project Organization Chart are required** – (The sample charts, *Project Organization Chart* and *Related Experience Charts* are available on the UDOT Web site udot.utah.gov/go/csforms.)
8. **Bind SOQ on 11" Left Side.**
9. **Tab the SOQ Sections for easy reference of Selection Team members** – (Sections are the Introductory Letter, each of the evaluation criteria, and Appendix B. If you limit information on tabs to Section Identification, Project Number, Project Location/Description, Consultant Name/Logo, and/or un-enhanced photographs, then the tab pages will not count towards the page maximum.)
10. **Front and Back Cover Pages are allowed** – (Information on the front cover page is not restricted. Cover pages will not count towards the page maximum.)
11. **Appendix B is required** – (Appendix B will not count towards the page maximum.)

A maximum total of 100 points is available for the Standard Statement of Qualifications. **A one-point penalty will be assessed by Consultant Services for each applicable violation of the above (#1 through #11) format requirements for a maximum 11-point penalty per SOQ.**

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12. **Ten-Page Maximum** – (The Statement of Qualifications has a maximum page limit of **Ten** pages.)

A page is defined as a single-sided 8.5" x 11" or 11" x 17" sheet that contains text, pictures, tables, graphs, charts, plan sheets, or any other graphics. **There is a limit of up to zero 11" x 17" sheets.**

The Introductory Letter, Tab Pages, Appendix B, and Cover Pages will not count towards the page maximum.

Any SOQ that exceeds the ten-page maximum will receive a three-point penalty per page over the limit.

UDOT SELECTION TEAM

The Selection Team members will receive copies of each SOQ submitted. They will review and score the SOQ's individually based on the evaluation criteria and submit their scores and comments to the Project Administrator. The Administrator will tally and compile the scores and comments. The Selection Team will then meet to discuss the scores and comments and determine whether interviews are necessary or whether the selection may be made based on the scores from the SOQ's.

If the Selection Team determines interviews are necessary, the members will develop the format of the interviews in the Selection Team Meeting by completing the *Interview Format Worksheet*.

SELECTION INTERVIEWS

If the Department Selection Team determines interviews are necessary, the following project-specific topics may be some of the issues discussed.

- Understanding of the Work
- Approach to the Project
- Schedule Control
- Management of Project

"SELECTING BY CONSENT" PROCESS

The final selection process will be performed using the "Selecting by Consent" (SBC) process developed by the Consultant Selection Interview Process Quality Improvement Team officially implemented August 12, 2004.

The SBC process is a scoring process that aids the Selection Team in developing the final ranking of consultants through a collaborative process. In this process each segment and question of the interview is weighted in advance during the Selection Team Meeting. After the interviews are conducted, the Selection Team scores each segment and question by consent. Consent is defined as the willingness of all Selection Team members to accept a decision reached by a collaborative process. The final selection ranking of consultants is based on the final scores developed by the Selection Team using the *Interview Scores* spreadsheet.

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For more information regarding this process and copies of the *Interview Format Worksheet* and *Interview Scores* forms, see the UDOT Web site udot.utah.gov/go/csforms.

SUMMARY

The Standard Statement of Qualifications (SOQ) should be clear, concise, and it should provide the Department's Selection Team Members with an understanding of the Consultant's and Sub-consultants' ability to undertake and complete the proposed project in a thorough and timely manner.

Appendix B

Proposed Key Personnel to Be Used On UDOT Project

Name	Firm Name	Title (Within firm and/or proposed on project)	Certification Category/Level	Utah License/ Certification No.	Other State License/ Certification No.	Education Level

Include all key personnel who are proposed to work on UDOT project including sub-consultants. Add additional pages if needed.

The Form and an example of the completed form along with further descriptions of the column headings are available on the UDOT Website udot.utah.gov/go/csforms.

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Appendix C

A. SCOPE OF WORK

BACKGROUND

The Federal Highway Administration (FHWA) and Utah Department of Transportation (UDOT) jointly fund the Local Technical Assistance Program (LTAP).

LTAP's mission is to help local government agencies apply new technologies, processes and procedures through training and professional development programs to enhance agency efficiency and effectiveness. Although primarily directed to local agencies, some LTAP programs also support state and private sector training and professional development interests.

This program is to foster a safe, efficient, and environmentally sound surface transportation system by improving skills and increasing knowledge of the transportation workforce and decision makers. More specifically, LTAP is to provide technology transfer services, workshops, and training to local governments.

Nationally LTAP is a network of centers. The LTAP centers enable local counties and towns to improve their roads and bridges by supplying them with a variety of training programs, an information clearinghouse, new and existing technology updates, personalized technical assistance, surveys, and newsletters. Through these core services, LTAP centers provide training and information that may not be accessible otherwise. Centers are able to provide local road departments with workforce development services; resources to enhance safety and security; solutions to environmental, congestion, capacity and other issues; technical publications; and training videos and materials.

The center interfaces with local, state, federal, university personnel and others in the public sector to coordinate workshops, meetings, trainings, and make travel arrangements.

LTAP FOCUS AREA:

The FHWA LTAP national plan currently defines key areas that indicate the current program functions and critical drivers of every LTAP center: Safety, Workforce Development, Infrastructural Management and Organizational Excellence.

Safety is a primary concern of every part of the surface transportation system, with focus from local, tribal, state and federal government partners as well as the private and commercial sector.

Workforce Development will provide needed technical knowledge as the transportation sector struggles to attract, retain and retrain present and future workers.

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Infrastructure Management will help local agencies develop strategies that maximize the performance of their infrastructure while minimizing any negative effects on financial and human resources.

Organizational Excellence is central to the LTAP program. The ability to efficiently transfer technology and information through courses and relationships to partners and customers, regardless of whether they are local or tribal governments, state DOTs or private concerns, is the primary measure of success and can lead to numerous general and distinct performance measures.

SCOPE:

This is a Request for Qualification (RFQ) for the establishment of the Utah Local Technical Assistance Program (LTAP) in cooperation with the Federal Highway Administration (FHWA) and the Utah Department of Transportation (UDOT).

The Utah LTAP center works with and coordinates work with UDOT Research Division, UDOT Local Government Section, and FHWA. Services rendered under this contract will include, but are not limited to providing technical assistance, technology transfer services, workshops, and technical trainings to local governments in Utah.

FUNDING AND SCHEDULE:

The estimated total annual funding for the Utah LTAP is \$280,000 including the state match. The program will operate on the state fiscal year cycle running from July 1 to June 30 with options to renew the contract for two one-year terms depending on performance of the LTAP Center and funding availability from FHWA.

The Utah LTAP Center established as a result of this solicitation will begin operation on January 1, 2009. Since this date is in the middle the state fiscal year, the initial program duration will be six months running from January 1, 2009 to June 30, 2009 with a funding amount of \$140,000. Pending the availability of federal funding, approval for two one-year program renewal terms may occur in the spring of 2009 and 2010.

The selection of a program provider may begin their duties prior to January 1, 2009 and will overlap with the current program provider.

ADVISORY BOARD:

UDOT in consultation with FHWA and the LTAP Director will select members of the Advisory Board. The Advisory Board will meet semi-annually in order to evaluate the program's effectiveness and to make recommendations. A representative from the following agencies/organizations may be part of the advisory board: UDOT, FHWA, public works directors, industry representatives, local government officials, academia, and LTAP.

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PROGRAM TASKS:

Task A – Compile and Maintain a Mailing List

LTAP shall establish, maintain and continuously update a comprehensive mailing list that includes but is not limited to, local government personnel, state and federal agencies, consulting engineers, industry representatives, out-of-state organizations and individuals.

Describe how your LTAP Team will establish, compile and maintain a mailing list.

Task B – Publish a Quarterly Newsletter

LTAP Quarterly Newsletter features timely articles and practical information including reports on innovation, practical applications of research, and best practices relevant for today's transportation professional. The newsletter will include a calendar of upcoming trainings, workshops and other transportation events. Distribution is required to LTAP customers and on the LTAP website:

Describe how your LTAP Team will compile and publish a Quarterly Newsletter.

Task C – Provide Technology Transfer Materials and Maintain Library

The Utah LTAP Center shall offer a free (within Utah) Lending Library of publications, videos, and other multi-media products for local Utah agencies. Identify and distribute existing LTAP Center materials, UDOT Research & Technology transfer information, TRB research & technology information and materials for local transportation agency use. The library and its contents shall be excellent sources of technology transfer materials. The Utah LTAP shall continue to increase the number of appropriated and needed resources such as videotapes, publications and software available.

Key transportation resources - technical information, research updates, legislative and regulatory news, and training opportunities – should be delivered to local agencies through the LTAP newsletters and publications.

Personal service through telephone and email requests is a hallmark of LTAP. The Utah LTAP Library should respond daily to requests for manuals, reports, videos, and CD-ROMs. In addition, the Utah LTAP Center must provide direct technical information, problem solving, and referrals to technical experts.

Describe how your LTAP Team will provide technology transfer materials, maintain a library, and provide/maintain great customer service.

Task D – Provide Information and On-Site Technical Assistance

The Utah LTAP Center shall provide local transportation agency and public works officials

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with technical assistance in many different areas such as, but not limited to, road construction, maintenance and administrative issues.

In addition to technical assistance, LTAP shall continue to contract with individuals who can offer expertise in a variety of subject areas and on-site technical assistance.

LTAP Programs are relationships. The essential driving force of LTAP is collaboration with local, tribal, state and federal partners. In some ways the program functions as a pure partnership, looking to share the best solutions and transfer knowledge. In others, the LTAP is a community leader through the advocacy for and implementation of the education and training process.

Describe how your LTAP Team will provide Information Services, On-Site Technical Assistance, and advance relationships between the local, state, and federal agencies.

Task E – Conduct or Arrange Seminars/Training Sessions and Workshops

The Utah LTAP Center shall coordinate and conduct necessary training sessions satisfying the needs of local agencies and covering key focus areas of Safety, Infrastructure Management, and Work Force Development. The selected program provider will develop significant training in the following areas for LTAP customers:

- Safety
- Work zone traffic control
- Winter maintenance, including snow and ice control
- Signs and signals (including MUTCD training)
- Paved and unpaved road maintenance
- Planning and design
- Materials
- Equipment
- Environment
- Information management (including GIS applications)
- Asset and pavement management systems
- Innovative finance and statewide planning

Describe how your LTAP Team will meet the needs of locals through training opportunities, workshops, demonstrations, computer training, distance learning, conferences and courses.

Task F - Evaluate the Effectiveness of the Program

Annually UDOT will conduct a customer satisfaction survey to assess the Utah LTAP Center's performance. LTAP shall also summarize workshop evaluations and keep it on file and make it available upon request.

The Utah LTAP Center shall submit a quarterly report on work progress within each task to UDOT, FHWA and to the LTAP Advisory Board.

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Describe how your LTAP Team will evaluate the Effectiveness of the Program.

Task G - Continuous Improvements

LTAP Centers endeavor to deliver efficient services to our stakeholders through the effective management of our organizational resources, and will effect continuous improvement by doing the following:

Internal

- Report their total number of FTEs
- Seek to implement process or system improvements that impact Center operations
- Seek to improve the quality of course content and course delivery
- Work to increase the percentage of local government agencies it services (can be measured by increased participation in training, publications, videos, hits on the LTAP web page, etc.) including number of repeat customers (agencies) in training only
- A qualitative assessment of the impact of these internal management efforts on the program that addresses the "state of the program", its overall efficiency, and the impact of these internal management efforts on the level of collaboration with LTAP Center stakeholders

External

- An estimate of total number of hours spent during the year by Center staff providing technical assistance in Safety and Infrastructure Management
- An assessment of the impact of the assistance on stakeholders, including information on the nature of the assistance given and results for customers (cost savings, reduction in fatal crashes, etc.)
- A qualitative assessment of the impact of internal management improvement efforts
- An assessment of the level of collaboration with national stakeholders in information distribution, joint training, articles in newsletters from organizations, number of LTAP staff serving on external organization committees/boards, joint special programs, and articles written by LTAP staff in other publications.

Describe how your LTAP Team will gather and use the feedback information listed above to ensure continuous improvements of the center.

Task H – Special Projects

Each year, Utah LTAP shall develop a series of *Special Projects* as a part of the annual Work Plan. These *Special Projects* may vary from year to year addressing local agency needs as they arise.

Describe how your LTAP Team will Develop and Execute Special Projects.

UTAH DEPARTMENT OF TRANSPORTATION
Standard Request for Qualifications
Project No. LTAP-2008(005); LTAP Technology Transfer Center

B. QC/QA Plan Requirements

- The Consultant will prepare, distribute, and implement the Quality Control/Quality Assurance Plan for the project. The Department has adopted new QC/QA standards and the consultant must meet or exceed these requirements. The Standard may be found on the UDOT Web site udot.utah.gov under “Doing Business > Consultant and Designer Resources > Quality Control/Quality Assurance” or udot.utah.gov/index.php/m=c/tid=650.
- Document Control: All documents will be maintained in both an electronic and hard copy form. Each document will have a uniquely specific location in both electronic and hard copy formats.

C. Department Furnished Items

- UDOT Standards (available on-line from the UDOT Web site at <http://www.udot.utah.gov/go/2008standards>).
- UDOT Reference Material (available on-line from the UDOT Web site at <http://www.udot.utah.gov/go/standardsreferences>).
- UDOT Consultant Services Manual of Instruction (available online at the UDOT Web site <http://www.udot.utah.gov/go/csmanuals>).
- UDOT Roadway Design Manual of Instructions (available on-line from the UDOT web site at <http://www.udot/utah.gov/go/manuals>.)